Government Travel Charge Card Program

Marine Corps Day
GSA Conference 2011
Las Vegas, NV

Headquarters, U.S. Marine Corps
Programs & Resources Department
Fiscal Division
Finance Branch

Component Program Managers

- Mr. David G. Fuqua
- MSgt Timothy M. Lynch
- MSgt John P. Kenney
- GySgt Jessie E. Mitchell

Schedule of Events

August 15th, 2011

- **0830 – 1030 Program Managers Update**
- **1030 – 1130 Wounded Warrior Card Program**
- **1130 – 1230 Lunch**
- **1230 – 1400 Personally Identifiable Information**
  - ***Note: Titian Ballroom, Level 2*** **(2203-2206 & 2303-2306)**
- **1400 – 1415 Break**
- **1415 – 1600 Controlled Spend Account**
- **1600 – 1630 Questions**

Get your badge scanned!

DTMO's Newest Employee

He's baaaaaaaaack!

Program Review

Individually Billed Accounts

Total Accounts

	Open	Active	% Active
Navy	313,649	240,057	77%
Marines	102,251	73,720	72%
Air Force GTC	207,339	192,423	93%
Army	504,983	405,424	80%
DoDIA	70,914	60,365	85%
AF CSA	267,617	106,564	40%
Total	1,466,753	1,078,553	74%

Mission Critical

	MC	% of DOD	PCS in MC
Navy	361	1.4%	29
Marines	336	1.4%	14
Air Force GTC	14,061	55.1%	8,345
Army	2,851	11.2%	1,201
DoDIA	263	1.0%	167
AF CSA	7,632	29.9%	4,420
Total	25,504	100%	14,176

IBA Spend Volume

	3Q10	3Q11	Quarter 3 +/-
Navy	$279,772,967	$260,032,846	-7.1%
Marines	$68,017,527	$65,781,830	-3.30%
Air Force GTC	$411,318,421	$237,146,209	-3.4%
Air Force CSA	$439,767	$160,621,629	
Army	$400,085,667	$405,965,260	1.5%
DoDIA	$78,452,872	$67,785,426	-13.6%
Total	$1,238,087,221	$1,197,333,200	-3.2%

Split Disbursement

	Apr	May	June	3Q11 Totals
Army	86.50%	86.33%	86.65%	86.49%
Navy	90.59%	90.40%	90.78%	90.59%
Air Force GTC	85.27%	85.03%	85.48%	85.26%
Air Force CSA	93.22%	92.17%	93.23%	92.87%
Marine Corps	87.35%	87.24%	87.63%	87.41%
DoDIA	89.44%	89.26%	89.72%	89.47%
DOD TOTAL	87.21%	87.04%	87.46%	87.24%

IBA Charge Offs

Increase from 3Q10 by 32%

	3Q10	3Q11	+ / -	11-Apr	11-May	11-Jun
Navy	$161,055	$187,276	16%	$49,421	$71,635	$66,294
Marines	$31,117	$26,586	-15%	$14,053	$3,914	$8,618
Air Force	$87,383	$144,770	66%	$46,338	$55,690	$42,741
Army	$160,695	$226,077	41%	$69,105	$64,520	$92,452
DoDIA	$6,422	$3,126	-51%	$1,392	$1,370	$364
Total	$446,672	$587,835	32%	$180,309	$197,129	$210,469

DoD Delinquency

	Apr		May		Jun	
	Accounts %	Dollars %	Accounts %	Dollars %	Accounts %	Dollars %
Navy	1.00%	3.60%	1.01%	3.73%	1.24%	3.59%
Marines	0.65%	3.96%	0.65%	3.42%	0.85%	3.54%
Air Force GTC	1.68%	3.72%	2.11%	3.84%	2.06%	4.29%
Air Force CSA	.42%	*	.68%	*	1.21%	*
Army	1.92%	6.86%	1.86%	6.96%	2.26%	7.5%
DoDIA	.59%	1.78%	.65%	1.89%	.51%	1.54%

Citi Customer Service

	2QFY11 Totals	Apr-11	May-11	June-11	3QFY11 Totals	(+/-)
IVR Statistics						
Total IVR Calls	1,676,379	600,327	640,900	667,682	1,908,909	**14%**
Cardholder Customer Service IVR	1,431,859	461,429	470,073	475,783	1,407,285	**-2%**
Client Assistance Unit IVR	128,259	39,204	37,180	37,985	114,369	**-11%**
CSA Unit IVR	116,261	99,964	133,647	153,914	387,255	**233%**
DOD Collections						
Calls Received	41,615	11,776	11,829	14,215	37,820	**-9%**
Level 2 Help Desk						
Calls Received	3,889	1,343	1,292	1,385	4,020	**3%**
Maintenance Statistics						
CBA Requests Processed	403	193	177	85	455	**13%**
Received CCMS Applications	419	181	170	152	503	**20%**
IBA Applications Processed	36,478	11,739	11,550	11,351	34,640	**-5%**
Credit Balance Refunds	72,667	24,795	35,585	31,963	92,343	**27%**
Credit Balance Refunds Dollars	$27,347,276.83	$11,553,280.52	$14,076,615.18	$15,764,739.52	$41,394,635.22	**51%**
Level 1 Helps Desk						

Top Call Drivers

- Account Status Inquiry
- Credit Balance Refund
- QuickRemit/Pay by Phone
- Password Reset/Login Assistance
- Address/Phone Change or Inquiry

Program Highlights

- Total USMC program spend decreased 3%
- Charge-offs decreased 15% from 3Q10
- USMC IBA delinquencies are the lowest among all services!

Salary Offset

Salary Offset

- ***Issue:*** Accounts that have been cancelled (120+ days past due) that Citi has sent to DFAS to be enrolled into the Salary Offset program, but have not made a payment in more than 90 days.

- ***Contractual Definition of SO**:*** The collection of an undisputed, delinquent charge card amount via a direct deduction from an employee's payroll disbursement or retirement annuity on behalf of the charge card Contractor.

- ***Eligibility Criteria for SO:*** Currently, the only eligibility criteria is that the member with the cancelled account and delinquent GTCC debt has an active "pay status" ... basically, that they are still employed by the DoD.

Salary Offset

- ***Overview of completed meetings, discussions & research:***
  - *DTMO & CPMs:*
    - DTMO & CPMs are in agreement and have voted to define SO eligibility as follows:
      - An account is eligible for Salary Offset if it has been cancelled due to delinquency and the account holder has an active pay status. Once enrolled in salary offset, if no payment is received for 3 consecutive months/cycles, the account is no longer eligible and the delinquent account/amount shall be charged-off.
  - *DTMO & DFAS:*
    - DTMO & DFAS have met several times, the latest occurring on July 13, 2011.
    - DTMO forwarded excerpts from the DOD FMR for DFAS review and determination of authority to remove accounts from SO if no payments can be made.
    - The use of an MOA / MOU between DoD & DFAS to define eligibility and the process was discussed.

Salary Offset

- ***Contractual Language pertaining to SO:***
  - *1st Paragraph**:* The Contractor shall comply with DoD established procedures for salary offset and pay appropriate administrative fees assessed by DoD for actions taken with respect to cardholders undergoing active salary offset.

    ** *Reference: DoD SOW, April 2009, Page 11 – 12*
  - *1st Paragraph**:* The Contractor will not report to credit bureaus those accounts under active salary offset by DoD.

    ** *Reference: DoD SOW, April 2009, Page 11 – 12*

Salary Offset

- ***Possible Solutions:***
  - *MOA / MOU between DoD & DFAS:*
    - Would more clearly define the SO process, account eligibility and responsibilities of DFAS, the Service CPMs/APCs and cardholders.
    - If agreed to, the MOA / MOU would comply with the DoD's Task Order with Citi and with the DoD FMR, Volume 7 regulations on Involuntary Allotments.
    - Since the MOA / MOU would be between internal government agencies, Citi would not need to be included in the agreement.
  - *Contract Modification between DoD & Citi:*
    - Would more clearly define the SO process, account eligibility and responsibilities of DFAS, Citi, the Service CPMs/APCs and cardholders.
    - Citi would remove accounts that are eligible for SO, but have not made a payment for 90+ days (3 consecutive billing cycles) and would charge-off any uncollected debt.

Deceased Accounts

Deceased Accounts

- Update address IAW TRED
- Place account into B9 status
- Contact LDTA/ODTA*
  - Finance/Disbursing Office
- Contact HL2

*If TDY Claim is outstanding

Deceased Accounts

*If TDY claim is outstanding

- DTS Voucher created but not signed/certified
  - Printed and submitted to servicing Disbursing/Finance Office
  - Voucher removed from DTS and authorization cancelled
- Disbursing Officer/Finance Officer's Action
  - IAW Automated Pay Systems Manual (Para. 40502)
    - WINIATS Reporting to charge appropriate LOAs
    - Voucher submitted to DFAS-CL for final settlement

https://ips.usmc.mil/sites/missa/eLibrary/apsm.aspx

GSA SmartPay 2 Conference
Recommended Classes

- Department of Defense - All Hands Session
- Disputes – DoD
- Using CitiManager - Card Management Module
- How Citi Operates – DoD
- What's New?
- Visa IntelliLink
- Delinquency Management (DoD Navy/Marine)

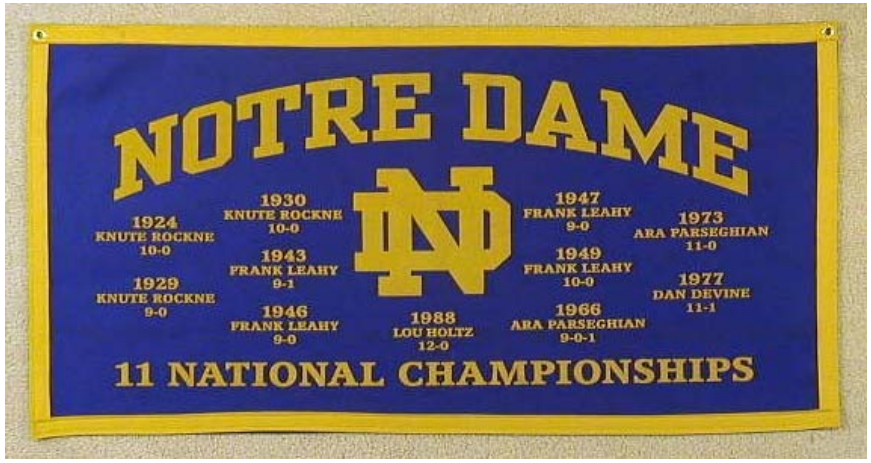
Questions?

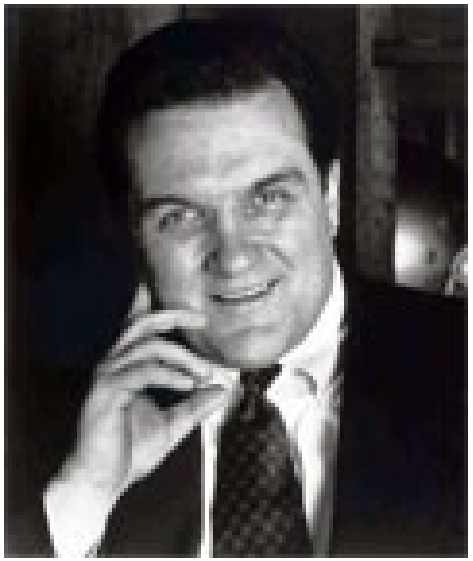
Do you have a gambling problem?

1. Did you ever lose time from work or school due to gambling?
2. Has gambling ever made your home life unhappy?
3. Did gambling affect your reputation?
4. Have you ever felt remorse after gambling?
5. Did you ever gamble to get money with which to pay debts or otherwise solve financial difficulties?
6. Did gambling cause a decrease in your ambition or efficiency?
7. After losing did you feel you must return as soon as possible and win back your losses?
8. After a win did you have a strong urge to return and win more?
9. Did you often gamble until your last dollar was gone?
10. Did you ever borrow to finance your gambling?
11. Have you ever sold anything to finance gambling?
12. Were you reluctant to use "gambling money" for normal expenditures?
13. Did gambling make you careless of the welfare of your family?
14. Did you ever gamble longer than you had planned?
15. Have you ever gambled to escape worry or trouble?
16. Have you ever committed, or considered committing, an illegal act to finance gambling?
17. Did gambling cause you to have difficulty in sleeping?
18. Do arguments, disappointments or frustrations create within you an urge to gamble?
19. Did you ever have an urge to celebrate any good fortune by a few hours of gambling?
20. Have you ever considered self destruction as a result of your gambling?

Source: Gamblers Anonymous

Rudy, Rudy, Rudy, Rudy!





Tuesday 0800
GSA General
Session